

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
Attorney Docket Number: 18360/236825

12/18

UPS Internet Shipping: View/Print Label

UPS Internet Shipping: View/Print Label

1. Print the label: Select Print from the File menu in this browser window to print the label below.
 2. Fold the printed label at the dotted line. Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.
 3. Getting Your Shipment to UPS
Customers without a Daily Pickup
Ground, 3 Day Select, and Standard to Canada shipments must be dropped off at an authorized UPS location, or handed to a US driver. Pickup service is not available for these services. To find the nearest drop-off location, select the Drop-off icon from the UPS tool bar.
Air shipments (including Worldwide Express and Expedited) can be picked up or dropped off. To schedule a pickup, or to find a drop-off location, select the Pickup or Drop-off icon from the UPS tool bar. Click here to find your nearest UPS Drop-off Location.
- Customers with Daily Pickup
Your driver will pickup your shipment(s) as usual.

FOLD HERE

SHIPFROMCOMPANYNAME(JOEC) 11 SHIPFROMADDR1(JOEC) LONG ISLAND CITY NY 11101 SHIP TO: ARS SHIPTOATTNNAME(VENDOR) (333) 656-7337 9339 SHIPTOCOMPANYNAME(VENDOR) USSHIPTOADDR2(VENDOR) USSHIPTOADDR3(VENDOR) 33 SHIPTOADDR1(VENDOR) ATLANTA GA 30346		GA 300 9-03 440 375		UPS NEXT DAY AIR TRACKING#: 1Z F00 100 84 9006 7972 1		BILLING: P/P DESC: MerchandiseDescriptionText AUTHORIZED RETURN SERVICE RMA: abcdefg	
SHIPFROMCOMPANYNAME(JOEC) 11 SHIPFROMADDR1(JOEC) LONG ISLAND CITY NY 11101 SHIP TO: ARS SHIPTOATTNNAME(VENDOR) (333) 656-7337 9339 SHIPTOCOMPANYNAME(VENDOR) USSHIPTOADDR2(VENDOR) USSHIPTOADDR3(VENDOR) 33 SHIPTOADDR1(VENDOR) ATLANTA GA 30346		GA 300 9-03 440 375		UPS NEXT DAY AIR TRACKING#: 1Z F00 100 84 9006 7972 1		BILLING: P/P DESC: MerchandiseDescriptionText AUTHORIZED RETURN SERVICE RMA: abcdefg	

41.5 420 425 427 455 460 465 470 400 RETURN SHIPPING LABEL

Fig. 6

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
Attorney Docket Number: 18360/236825

14/18

----- Original Message -----

From: ShipperName(MERCH) [mailto:esc1cbf@ups.com]
Sent: Tuesday, March 06, 2001 11:50 AM
To: esc1gsc@ups.com
Subject: ReturnNotSubjectTest

UPS ReturnNotification

Message:

This notice is to alert you that a shipment is in transit to:
ShipToAttnName*(VENDOR)
ShipToCompanyName(VENDOR0
33 ShipToAddr1(VENDOR)
USShipToAddr2(VENDOR)
USShipToAddr3(VENDOR)
Atlanta, GA 30346

This shipment was processed on Tue mar 06 11:49:57 EST 2001 by:
ShipFromAttnName(JOEC)
ShipFromCompanyName(JOEC)
11 ShipFromAddr1(JOEC)
USShipFromAddr2(JOEC)
USShipFromAddr3(JOEC)
Long Island City, NY 11101

This shipment was processed by UPS OnLine Tools.
To learn more about the benefits fo shipping with UPS OnLine, please4 see:
<http://ec.ups.com>

Shipment Detail:
Tracking# for Shipment: 1ZF001008493498233
Merchandise Description: MerchandiseDescriptionTest

Additional Detail:
UPS Service Level: Next Day Air
Shipment Weight: 4.0 LBS
RMA: abcdefg

You can track the shipment at any time from the following URL:
<http://wwwapps.ups.com/etracking/tracking.cgi?tracknum=1ZF001008493498233>
Or go to <http://wwwapps.ups.com/etracking/tracking.cgi>
and enter the tracking number.

Fig. 8A

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
Attorney Docket Number: 18360/236825

15/18

```

<?xml version="1.0"?>
- <returnNotificationEMail>
-   <Shipper>
      <Name>ShipperName(MERCH)</Name>
      <AttentionName>ShipperAttnName*MERCH</AttentionName>
-   <Address>
      <AddressLine1>22 ShipperAddr1</AddressLine1>
      <City>Belle Mead</City>
      <StateProvinceCode>NJ</StateProvinceCode>
      <PostalCode>08502</PostalCode>
      <Country>US</Country>
    </Address>
  </Shipper>
-   <ShipFrom>
      <CompanyName>ShipFromCompanyName(JOEC)</CompanyName>
      <AttentionName>ShipFromAttnName(JOEC)</AttentionName>
-   <Address>
      <AddressLine1>11 ShipFromAddr1(JOEC)</AddressLine1>
      <AddressLine2>USShipFromAddr2(JOEC)</AddressLine2>
      <AddressLine3>USShipFromAddr3(JOEC)</AddressLine3>
      <City>Long Island City</City>
      <StateProvinceCode>NY</StateProvinceCode>
      <PostalCode>30346</PostalCode>
      <Country>US</Country>
    </Address>
  </ShipFrom>
-   <ShipTo>
      <CompanyName>ShipperName(MERCH)</CompanyName>
-   <Address>
      <AddressLine1>33 ShipToAddr1(VENDOR)</AddressLine1>
      <AddressLine2>USShipToAddr2(VENDOR)</AddressLine2>
      <AddressLine3>USShipToAddr3(VENDOR)</AddressLine3>
      <City>Atlanta</City>
      <StateProvinceCode>GA</StateProvinceCode>
      <Country>US</Country>
    </Address>
  </ShipTo>
  <Description>MerchandiseDescriptionTest</Description>
-   <packageWeight>
-   <UnitOfMeasurement>
      <Code>LBS</Code>
    </UnitOfMeasurement>
    <Weight>4.0</Weight>
  </PackageWeight>
-   <ReferenceNumber>
      <Code>75</Code>
      <Value>abcdefg</Value>
    </ReferenceNumber>
    <TrackingNumber>1ZF001008493498233</TrackingNumber>
</ReturnNotificationEMail>
  
```

Handwritten annotations: 340, 375, 415, 420, 430, 460, 470, 560.

Fig. 8B

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
Attorney Docket Number: 018360/236825

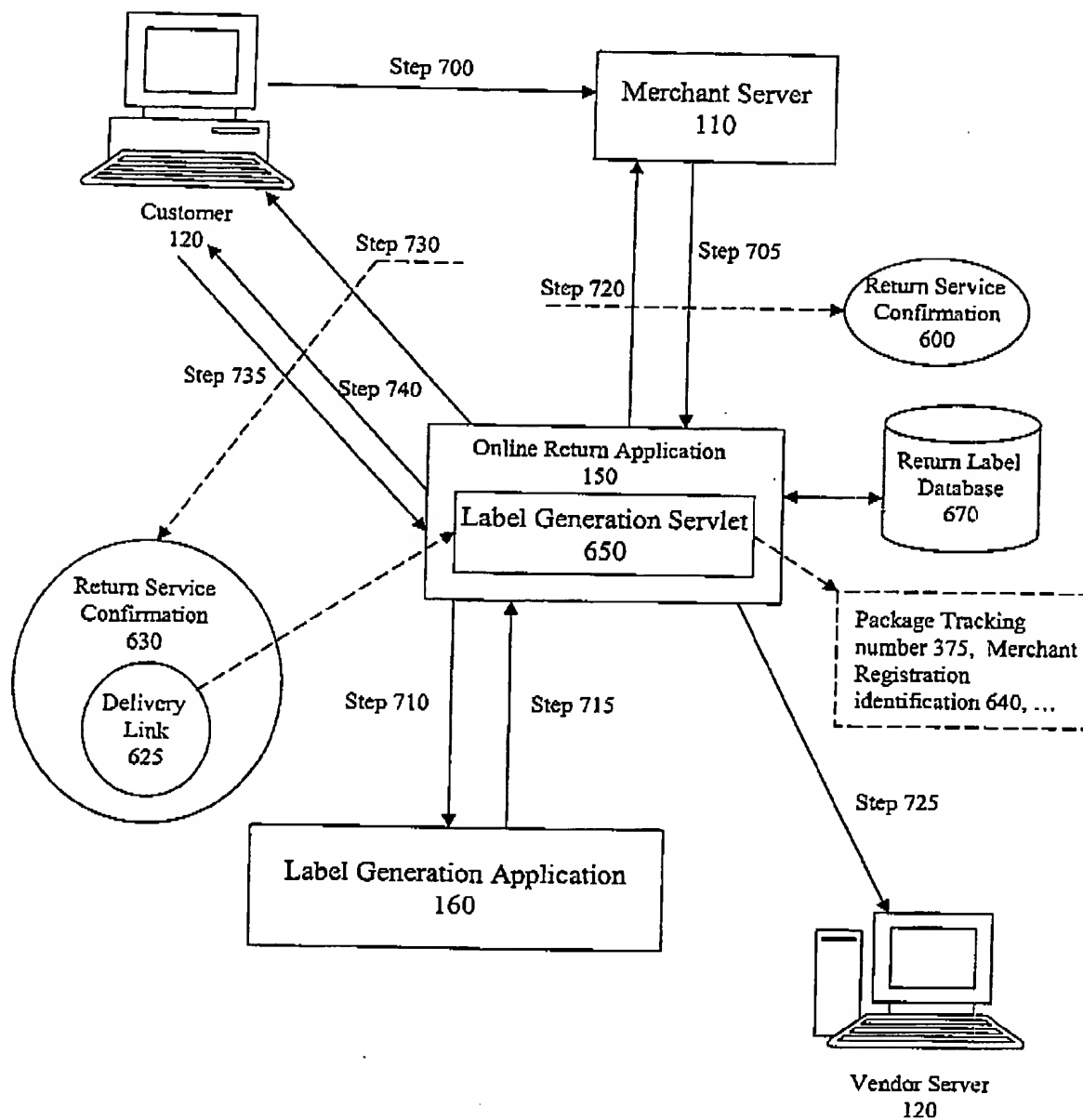
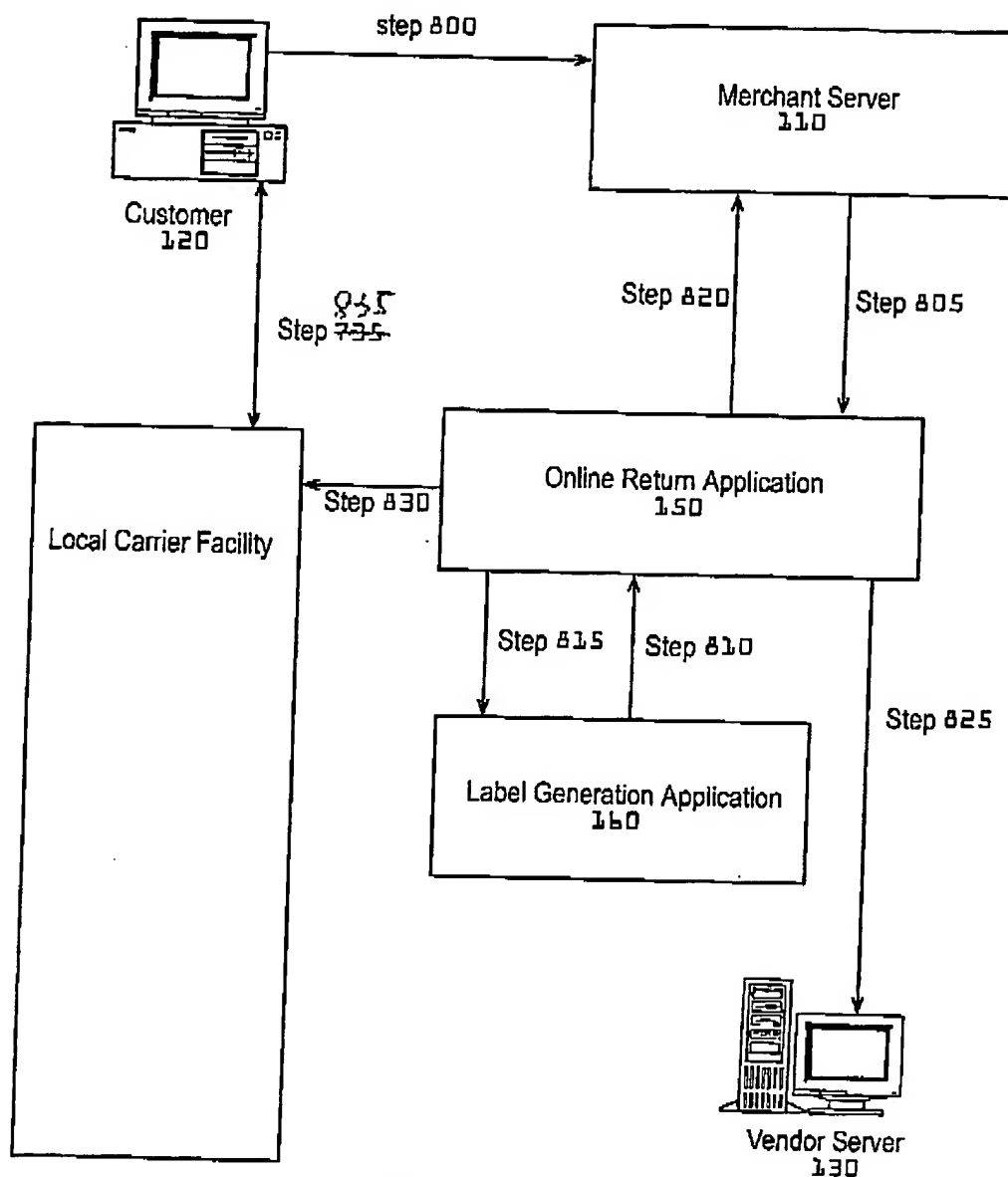


Fig. 9

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventor's Name: Chalmer et al.
Attorney Docket Number: 18360/236825

17/18

**Fig. 10**